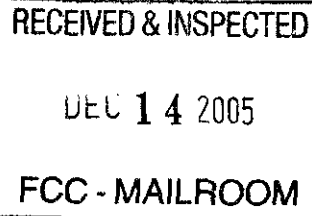December 8, 2005

Office of the Secretary
Federal Communications Commission
445 12th Street, NW
Washinton, D.C. 20554

Re: Docket #03-123

This is in regard to the above referenced petition for captioned telephone service being mandated by the FCC.

Although I do not rely on telephone relay service for myself, I have had occasion to take relay calls from others who do need this service. It is very time consuming, waiting while the operator relays what you've said, and takes twice as long for an ordinary call as it would normally take. If you want to interject a question or comment, or are not sure you've heard something correctly, you have to wait until the operator finishes, and you get the "ga" -go ahead - signal.

Captioned telephone service would eliminate the need for another person to be a part of a two-person conversation, and, most importantly, would be immediately visible on a screen right on the phone. Now, people hesitate to initiate a relay call, because of all the time spent waiting, all of which would be eliminated with a captioned telephone.

For those needing this service, it could be a lifesaver. It would give that person independence in being able to make any desired calls, either of a personal nature, or perhaps to doctors or other businesses, maybe even 911 calls in an emergency.

For those seeking employment it would be invaluable. Just for the social aspects of life, it would mean so much.

Having an invisible disability like a hearing loss requires enough adjustments in life. The ADA requires that telephone relay service should be functionally equivalent to telephone access enjoyed by individuals who are not hard of hearing. For the older person, and for the upcoming "baby-boomer" generation, there is going to be more and more need for comparable service.

I strongly urge your support for captioned telephone service.

Sincerely,

Virginia B. Koenig
5 Packett's Grove
Fairport, NY 14450-2157

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